

Job Opportunity: Admin Services Manager

The Tennessee Department of Children's Services (DCS) is the state's public welfare agency, overseeing child protective services, permanency and juvenile justice. DCS protects children who are victims of abuse or neglect and strengthens families through services that focus on family support and preservation. DCS staff responds to over 37,000 reports of child abuse and neglect a year and employees over 4,000 statewide.

Position

DCS seeks a dedicated and innovated professional with proven leadership skills for the position of Admin Services Manager at Gateway to Independence in Nashville, TN. This position is responsible for professional supervisory administrative services managerial work of average difficulty in a Youth Development Facility.

Duties & Responsibility

- Resolve interpersonal conflict by gathering information and bringing parties together for mutually agreeable resolution that enables business to continue.
- Determine most appropriate option to resolve equipment and physical plant issues to ensure business continuity.
- Fill vacant subordinate positions through formal interview process to select qualified candidates.
- Review and approve time and attendance for subordinates to ensure accurate documentation of actual time worked.
- Maintain professional working relationships with peers, assigned subordinates, and upper management to ensure smooth and effective team operations.
- Maintain professional working relationships with external business partners to ensure smooth and effective team operations.
- Use active listening techniques to understand others' viewpoint in order to develop the most effective response.
- Electronically document remedial plans as a result of audit findings to ensure safety and security.
- Record subordinate performance information in electronic format to ensure accurate and unbiased performance evaluations.
- Document subordinate job performance information in written format to provide feedback, improve performance, and develop employee professionally.
- Evaluate quality of vendor performance through ongoing and final inspection of work performed to ensure contract obligations are fulfilled.
- Assess subordinate job performance through direct observation to ensure satisfactory performance of job duties.
- Monitor reports and activities of 'key performance indicators' (KPIs) and implement adjustments when necessary to ensure compliance with applicable accreditation standards.
- Plan, prioritize, and schedule business unit activities to ensure safety, security, and quality of life for students and staff.
- Oversee construction and renovation projects to improve efficiency and to ensure that facilities meet environmental, health, and security standards, and comply with government regulations.
- Oversee maintenance and repair of machinery, equipment, and electrical/mechanical systems.

- Use Edison software to conduct supervisory transactions and complete personal training. Use spreadsheet software to track/monitor workflow, projects, and KPIs.
- Use email program to communicate with internal and external business partners.
- Monitor reports and activities of 'key performance indicators' (KPIs) to ensure compliance with PREA/COA/ACA accreditation standards.
- Develop remedial plans based on local/state/federal regulatory reports to ensure safety and security of students and facility staff.
- Obtain contract/service information from contractors/vendors to ensure timely project completion.
- Monitor internal reports to ensure facility expenses are within budgetary expectations.
- Monitor staff and student conduct through verbal and written information to ensure safety and security at facility.
- Conduct routine individual performance briefings with subordinates to discuss strengths and weaknesses of job performance.
- Conduct routine group meetings with subordinate teams to disseminate business information and solve related problems. P
- participate in routine meetings with supervisory team to disseminate business information and solve related problems.
- Engage in routine email and telephone communication with vendors to exchange information about current or potential contracts/business.
- Communicate with local law enforcement and fire departments to exchange emergency planning information.

Education & Experience

Graduation from an accredited college or university with a bachelor's degree and experience equivalent to substantial (five or more years of) full-time increasingly responsible professional administrative services work.

Send Resume to: misty.neeley@tn.gov

Closing Date: May 10, 2018

The State of Tennessee is an Equal Opportunity Employer